**Balanced Scorecard**

A Balanced Scorecard is a strategic performance and management framework used to align business activities to the vision and strategy of the organization, improve internal and external communications, and monitor organizational performance against strategic goals. The Simulated Workplace's Balanced Scorecard will be used to calculate the Company's profitability, based on financial, business processes, learning and growth, and customer service.

**Balanced Scorecard Breakdown**

* **Strategy:** creating a workplace setting, focusing on knowledge, disposition and the impact on organization and personal success
* **Areas of Measure:** these areas and sub-categories will be combined to make up each program's rating

|  |  |  |  |
| --- | --- | --- | --- |
| **Financial** | **Business Processes** | **Learning and Growth** | **Customer** |
| 30% | 30% | 25% | 15% |
| 1. Program Retention/Completers | 1. Attendance (Time Clock or a formal attendance recording process) | 1. Academic Growth (WIN or Key Train - ACT WorkKeys®) | 1. Business/Industry Perception (Industry-Based Program Appraisal Rubric) |
| 2. Percent of State CTE Standards met (Data Profile Information) | 2. Drug Free (Random Testing of 40%) | 2. Student Portfolio (Electronic or Paper-based) | 2. Service Learning Projects (Projects assisting and/or benefiting the community) |
| 3. Industry Recognized and/or Industry Stackable Credentials or Educate WV Average Score | 3. Professionalism (Discipline - Policy 4373) | 3. Safety Training (Training applicable to individual training programs) | 3. Communication Skills (Job Application, Interview, & Performance Evaluations) |